

**Missouri Department of  
Natural Resources  
Administrative Policies and Procedures**

**Chapter 3 Work Environment**

**Policy: Telecommuting**

**Effective date**

**Revised**

**Number: 3.02**

**June 16, 2003**

**August 21, 2003**

Telecommuting can be a work option that benefits both the employee and the department. It is a viable work option when the individual circumstances and job characteristics are suited to such an arrangement.

**REFERENCES**

Missouri Workers Compensation Act RSMO Chapter 287

*Related DNR policies*

- E-mail Acceptable Use 2.03
- Internet Acceptable Use 2.04
- Hours of Operation and Work Schedules 3.01
- Workers Compensation 5.08

**DEFINITIONS**

*Intermittent:* occurring from time to time

*Long term:* duration over six months

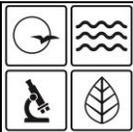
*Official personnel file:* The file maintained by the Human Resources Program that is the official record concerning employment events or actions for an employee of the department.

*Telecommuting:* approved department work performed at an employee's home or other approved remote location on a long term basis.

**GENERAL PROVISIONS**

**Intermittent work outside of a regular office**

An individual may work outside of their office on an intermittent basis. Situations often arise where there is either a personal or business reason for the person to not work in the office. Requests for intermittent work outside of the office shall be considered, approved/denied by one's supervisor.



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If working outside of the office location becomes regular rather than intermittent, the employee and supervisor may consider formalizing the arrangement by entering into a telecommuting agreement.

**Telecommuting**

An employee, supervisor or manager may propose telecommuting. The division director or designee approves telecommuting. Telecommuters can be full- or part-time employees; and the duration of the arrangement can vary to fit the circumstances.

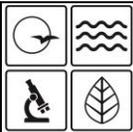
Telecommuting should benefit both the department and the employee. Such an arrangement should positively impact operations.

Considerations

There are many considerations to make for telecommuting and each employee and program have unique circumstances that come into play. Any requirements or provisions that arise during the discussion of these and any other considerations may be placed into the telecommuting proposal/agreement.

Among some of the basic consideration are the following:

- The supervisor should consider such factors as the level of concentration required by the job, the need for face-to-face interaction with customers or other employees, and if the employee will be working at home, the space available for the home office.
- Does the employee require access to files maintained by the program or others? How will that access be provided? Do computer files need to be backed up?
- Has the employee successfully completed probation? While this is not a fixed requirement of this policy, the implications should be considered.
- Is the employee able to work independently with self-motivation to produce results?
- What is the commuting distance, what impact will that have on the employee's coordination with the remainder of the staff?
- Are there necessary tools, equipment, and supplies available to do the job well? Equipment should be easy to use, and telecommuters should be taught how to solve simple problems to avoid work disruptions. Easily accessible technical support also should be made available. Are funds and/or equipment are available for the employee?



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- Telecommuters remain an integral part of any organization and should not be made to feel like outsiders on days they must be on-site. What is the need for in-office workspace for a telecommuter?
- How will typical office communications such as phone messages or mail be handled?
- What is the duration of the telecommuting agreement?

Requirements

These items are requirements for any telecommuting agreement.

- Performance planning must provide the job expectations and regular performance appraisal evaluate and document work performance.
- Depending on the amount of time worked (full time or reduced time) medical and retirement benefits apply according to established provisions.
- While participating in a telecommuting agreement, an employee is eligible for reimbursement of authorized expenses incurred while conducting official business.
- Employees are covered under the Missouri Workers Compensation Act if injured in the course of actually performing official duties at the remote work site. Any accident or injury occurring at the remote work site must be brought to the immediate attention of the employee’s supervisor. An investigation may be required following notification.
- Equipment owned by the state may be replaced or repaired as would happen in a typical office situation. Equipment or property owned by the employee is the sole responsibility of the employee.
- The department is not liable for damages to an employee’s personal or real property during the course of the performance of official duties or while using DNR equipment at the remote work site.
- The department is not responsible for operating cost, maintenance or other incidental costs (such as utilities) associated with the use of a remote work site.
- The policies and procedures outlined in the department’s Administrative Policy and Procedures Manual apply to a telecommuting employee.

The department provides an internal e-mail system for staff use. Use of other e-mail and similar services to conduct department business is prohibited. This includes web based e-mail services that offer interaction that could be handled via the department’s e-mail system. Telecommuters must work with their information resources managers (IRM’s) to set up the needed e-mail services.

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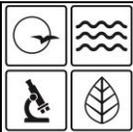
The employee or whoever approves the telecommuting agreement may end the agreement at any time. If possible, a two (2) week notice should be provided to the employee and supervisor.

Telecommuting agreement

Since telecommuting benefits both the department and employee the proposal to telecommute can originate for many reasons. A proposal to telecommute is developed by the employee (Attachment 1). Others in the department, such as the Human Resources Program or the Employee Relations Office may also be able to assist.

The proposal is provided to the employee’s supervisor who indicates either support or a recommendation against the agreement, and the reasons why. The proposal then goes through the chain of command to the division director or designee for consideration, approval or denial. Once approved, the proposal becomes the agreement.

A copy of the approved telecommuting agreement is provided to the Human Resources Program to be included in the employee’s official personnel file. The Human Resources Program will maintain a record of all the department’s telecommuting agreements.



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**Attachment 1  
Template for Telecommuting Proposal/Agreement**

*All items listed must be included. Other information may be added to enhance the proposal/agreement*

Date

Name

Division/Program or District/Section or Park/Site\_\_\_\_\_

Supervisor

Start date

Renewal or end date

**How will this agreement benefit the department?**

**How will this agreement benefit the employee?**

**Description of remote work location**

Address

Phone number

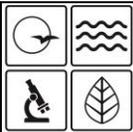
Email

FAX

Description of work space

**Telecommuting schedule**

Regular time in remote location (days and work schedule)



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Regular time in office (days and time)

**Equipment and assets**

Department equipment to be used at remote work location (description and inventory number)

Department computer hardware or software to be used at remote work location (description and license number)

Employee provided equipment or computer hardware or software

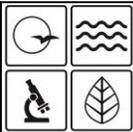
**Performance**

Evaluation of work performance will be based on performance planning and appraisal documentation. Attach appropriate documents.

Communication and feedback – how will this occur?

**Restrictions**

**Other**



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I have read and understand the Telecommuting Policy and agree to the duties, obligations, responsibilities and conditions for telecommuting described in both the policy and this agreement.

I understand and agree to the following:

- Employees are covered under the Missouri Workers Compensation Act if injured in the course of actually performing official duties at the remote work site. Any accident or injury occurring at the remote work site must be brought to the immediate attention of the employee’s supervisor. An investigation may be required following notification.
- Equipment owned by the state may be replaced or repaired as would happen in a typical office situation. Equipment or property owned by the employee is the sole responsibility of the employee.
- The department is not liable for damages to an employee’s personal or real property during the course of the performance of official duties or while using DNR equipment at the remote work site.
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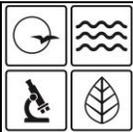
Employee \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

**I have reviewed this telecommuting agreement. I support \_\_\_\_\_ or recommend against \_\_\_\_\_ approval. The reasons are as follows:**

Supervisor \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_



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**I have reviewed this telecommuting agreement. I support \_\_\_\_\_ or recommend against \_\_\_\_\_ approval. The reasons are as follows:**

Program or Regional Office Director/ District Supervisor \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

**This telecommuting agreement is:      Approved \_\_\_\_\_ Denied \_\_\_\_\_**

Division Director (or designee) \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_